


Search Notes 	Application/Control No. 10602287	Applicant(s)/Patent Under Reexamination FLORES ET AL.
	Examiner THJUAN K ADDY	Art Unit 2614

SEARCHED			
Class	Subclass	Date	Examiner
379	265.01	11/21/08	TKA
379	210.01	11/21/08	TKA
705	10	11/21/08	TKA
705	11	11/21/08	TKA
379	265.12	11/21/08	TKA
379	265.06	11/21/08	TKA

SEARCH NOTES		
Search Notes	Date	Examiner
EAST: search terms: feedback; data; mining; survey; update; modify; reroute; redirect; feed-back; customer; caller; CRM; customer; skill; profile; preference; resource; agent; route; criteria	11/21/08	TKA
EAST: romelia near2 flores.in.	11/21/08	TKA
US-PGPUB: manag\$7 near3 CRM and link\$5 near3 router near4 resources and (establish\$6 or creat\$5) near3 rout\$5 near2 criter\$6 and (rout\$5 or forward\$5) near3 service near2 request near4 (agent or resource) and obtain\$5 near3 (feedback or feed-back) with (documents or surveys or (data near mining)) and (modif\$6 or updat\$5) with skill with (profile or preference) with (feedback or feed-back) and determin\$5 near3 rout\$5with skill with (profile or preference) with rout\$5 near2 criter\$6.clm.	11/21/08	TKA
US-PGPUB: 379/265.01 and (rout\$6 or forward\$6 or transfer\$8 or sent or send\$6 or transmi\$7) near3 (call or calling or caller or customer or party or user or client) near4 based near3 (feedback or feed-back or survey).clm.	11/21/08	TKA
US-PGPUB: 379/265.01 and (chang\$5 or modif\$7 or updat\$6 or adjust\$7 or alter\$6) near3 (call or caller or calling or customer or client or party or user or subscriber) near3 (rout\$6 or forward\$6) near5 feedback and (rout\$5 or forward\$5) and feedback and (chang\$5 or modif\$7 or updat\$6 or adjust\$7 or alter\$6).clm.	11/21/08	TKA
US-PGPUB: (chang\$5 or modif\$7 or updat\$6 or adjust\$7 or alter\$6) near3 (call or caller or calling or customer or client or party or user or subscriber) near3 (rout\$6 or forward\$6) near5 feedback and (rout\$5 or forward\$5) and feedback and (chang\$5 or modif\$7 or updat\$6 or adjust\$7 or alter\$6).clm.	11/21/08	TKA
See attached EAST Search History: US-PGPUB	11/21/08	TKA
See attached EAST Search History	11/21/08	TKA

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INTERFERENCE SEARCH

Class	Subclass	Date	Examiner
379	265.01	11/21/08	TKA
379	265.06	11/21/08	TKA
379	265.12	11/21/08	TKA
705	10	11/21/08	TKA
705	11	11/21/08	TKA

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